

# P&N Healthcare Services LTD

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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## Provider: P&N Healthcare Services LTD

### Provider summary

The provider was registered on:	24/01/2024
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	<p>Since the official commencement of the service on 24/01/24 we</p> <p>have set up three modes of training namely: in-person, online training and peer-to-peer learning</p> <p>-Our in-person training is sourced through a sister company in our office complex.</p> <p>-We have subscribed to online course provider called Click Learning</p> <p>-Shadowing is an important part of our training process as it enables peers to learn from each other and safe onboarding of new staff.</p>
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>P&amp;N Healthcare Services LTD started with two member of staff. We have deployed a four pronged recruitment strategy i.e.:</p> <p>-Word of mouth</p> <p>-Social media marketing</p> <p>- Recruitment agencies like Indeed</p> <p>-Oversees staff</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
P&N Healthcare Services Ltd	Domiciliary Support Service	None

## Service: P&N Healthcare Services Ltd

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/01/2024
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none"><li>P&amp;N Healthcare Services LTD is registered to provide a domiciliary support service in Gwent regional partnership area</li><li>The responsible individual for this service is Promise Lunga</li></ul>
How many people in total did the service provide care and support to during the last financial year?	21

### Service management

Responsible Individual(s)	Promise Lunga
Manager(s)	Promise Lunga

### Service contact details

Service Telephone Number	<a href="tel:03301336233">03301336233</a>
Service Contact Email Address	<a href="mailto:info@pnhealthcare.com">info@pnhealthcare.com</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

### Engagement with people using the service

We review the Care Plan with the individual or their family and, where applicable, any other appropriate external social or healthcare professionals. We also aim to carry out regular reviews when circumstances change or when we consider it appropriate or desirable.
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.74
The maximum hourly rate payable during the last financial year?	£26.00

### Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	7
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	1
Care Worker	8	3

#### Training undertaken

##### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

##### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

##### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

##### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	1	0	0
Care Worker	6	0	0

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	2

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	0
Care Worker	6	2

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	0	1
Senior Care Worker	0	0
Care Worker	0	0

##### Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	1	1
Care Worker	4	4

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1
Care Worker	6